

## **CORE Claims Team – Individualized Services Information System (ISIS) Updates**

### **Purpose:**

Individualized Services Information System (ISIS) updates are made due to a difference between the information in ISIS vs. the information contained in the Medicaid Management Information System (MMIS).

### **Identification of Roles:**

Claims Research Examiner – Reviews ISIS and MMIS file 12 to determine if updates are needed to an approved Prior Authorization (PA), serves as the back-up to the Operations Coordinator

Adjustment Examiner – Reviews ISIS and MMIS file 12 to determine if updates are needed to an approved Prior Authorization (PA).

Claims Adjudicator – Reviews ISIS and MMIS file 12 to determine if updates are needed to an approved Prior Authorization (PA).

Operations Coordinator – Assists staff with questions, trains on new processes, communicates changes (as directed by the Operations Team Lead and Operations Manager)

Operations Team Lead and Manager – Monitors workload and ensures that work is completed in a timely manner

### **Performance Standards:**

None

### **Path of Business Procedure:**

Step 1: Request is received in the Individualized Services Information System (ISIS) Verification Queue (from Provider Services) or in the PA Maintenance Queue from OnBase (Computer Output to Laser Disk) COLD.

Step 2: Member information is reviewed in ISIS and compared to the information in File 12 of MMIS.

Step 3: If ISIS contains different information than MMIS, MMIS is updated to reflect the information in ISIS.

- a. If the request is an ISIS Verification, from Provider Services, paid claims will be reviewed to determine if an Adjustment should be submitted by Core.

Step 4: If the information in ISIS has overlapping date spans OR multiple lines with the same date span then the units should be combined in MMIS and the higher rate should be entered (if the rates are different).

Step 5: If a PA or line item does not exist, it is created in the Prior Authorization file (12) in MMIS

- a. The following information should be entered in the PA, from the information in ISIS:
  1. Status
  2. Provider
  3. Member Medicaid Number
  4. PA Effective Date
  5. Line Item Information

Step 6: Complete the ISIS Verification-PA Maintenance

- a. ISIS Verification (from Provider Services) requests require a response to the requestor (via OnBase), using the drop down selections in the E-Form. Free form text can also be entered to further define the response.

## **Forms/Reports:**

ISIS Verification E-form

## **RFP References:**

None

## **Interfaces:**

Provider Services

## **Attachments:**

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### ISIS Verification

Verification Type:	<input type="text" value="Blue"/>		
Prov Number:	<input type="text"/>	Prov NPI Number:	<input type="text"/>
Contact's Name:	<input type="text"/>		
Telephone #:	<input type="text"/>		

State ID:	<input type="text"/>		
From DOS:	<input type="text"/>	To DOS:	<input type="text"/>

Denied TCN:	<input type="text"/>		
Notes:	<div><div></div><div></div></div>		
Add Note:	<input type="text"/>	<input type="button" value="Add"/>	
Request Date:	<input type="text" value="9/28/2010"/>		
Contact Log #:	<input type="text"/>	DCN:	<input type="text"/>